Information Architect
Centralized Alabama Recipient Eligibility System Project
(CARES Project)

STATEMENT OF WORK (SOW)

Agency Name:	Multiple Agency Engagement
Agency Project Name:	Centralized Alabama Recipient Eligibility System Project (CARES Project)
Agency Project Sponsor:	Shannon Crane CARES Program Director
Agency Project Manager:	Shannon Crane CARES Program Director
SOW Period of Performance:	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016 Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
Contractor Name:	
Contract or Purchasing Vehicle:	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
Professional Service to be Provided:	Information Architect
Description of Services to be Provided:	The Information Architect will work under the direction of the Information Architecture Team for the CARES Program Management Office. The Information Architect will work with Information Architecture Team to develop architectural standards, patterns and practices and innovative solutions for the development of the State of Alabama's Integrated Eligibility and Enrollment System, CARES. This position will support the CARES Enterprise in the following: - This team supports the development of a multi-program, multi-agency enterprise enrollment system for the State of Alabama - This team supports Eligibility workers with Alabama Medicaid, Alabama Department of Public Health, Alabama Department

	• of Human Resources to perform the majority of eligibility functions within those agencies • The Architecture Team will provide solutions and technical advice to support the development enterprise • The Architecture Team will work with other teams to develop innovative solutions • The Architecture Team will not have direct supervision of developers, but will provide oversight, guidance and ensure compliance with set standards of all development work
Scope of Services:	Design, develop, implement, and validate innovative applications. This includes: • Provide architectural strategic thinking, information solutions, and roadmaps to drive architectural recommendations. • Maintain a plan to address significant architecture gaps between current and target state. • Provide information architecture services to project teams. Solutions provided must meet availability requirements and adhere to CARES Program standards. • Work with product owners to develop the canonical data schema for the CARES Program • Ensure information architectural compliance of solutions and introduce recommendations for changes to reference models when needed. • Collaborate with business leaders to determine how to best use technology to enable growth and success (e.g. operational reporting and advanced analytics). • Participate in defining and driving architecture competencies, processes, and best practices across Integrated Eligibility and Enrollment systems. • Understand potential impacts of proposed solutions on other systems, processes or projects. Articulate and document designs, considering tradeoffs, costs, and benefits. • Develop ongoing knowledge of current and emerging technologies. Identify new and emerging solutions, assess relevance and potential value to the organization, and present findings to teammates and management. • Participate in day-to-day execution of the architecture strategy • Within the CARES Program governance process, support development of blueprints and conduct design reviews to ensure architectural compliance of solutions. • Work across multiple projects and systems to develop, communicate information • Provide guidance for technical standards enforcement • Design systems level architecture in compliance with industry

	standard approaches to enterprise architecture
	• Meet with other PMO level teams to facilitated a collaborative approach to systems development
	• Develop clear, API and SDK level documentation and communicate that documentation to the development teams
	• Collaborate with a Program Manager, Lead Enterprise Architect, Lead Information Architect, Lead Business Analyst, Quality Assurance Manager, Development Manager, and Infrastructure Manager to provide advice and guidance to the development enterprise
	• Reports to the Lead Information Architect
	• Provides support to the Architecture team to ensure adherence to the program management plan
	• Collaborate in gathering and documenting requirements from end users and management. Candidate will work from high-level conceptual ideas and translate them into technical requirements.
	• Design integrated data framework and canonical data schema for the CARES Program
	• Work with an Enterprise Architecture Team to support database design and implementation
	• Design application components
	• Work with a Quality Assurance team to develop automated test plans
	• Work with an Application Lifecycle team to develop build and development automation processes
	• Monitor the development of application components to ensure compliance with architectural standards
	• Participate in security testing processes and implement recommendations to code revisions
	• Manage, troubleshoot, optimize, and tune web applications and features
	• Work with the Business Analyst and product owners to understand business rules and interpret data
	• Respond to ad hoc requests from Medicaid Eligibility team and others
	• Review, assess, analyze, design, build, implement, & support Medicaid Eligibility system(s) and/or associated projects as directed or assigned
	• MITA Documentation of as is/to be for each process
	• Facilitate technical interactions with multiple state agencies
	• Working to help align Medicaid/CHIP/SNAP/TANF/CCS business rules
Project Deliverables:	Provide support for the following deliverables per direction and assignment by the Agency Project Sponsor, the CARES Program

	Director and Lead Information Architect: • Enterprise Architecture Standards for the CARES Program • Weekly status reports on EA efforts • Patterns and Practices for CARES development efforts • Training for developers in CARES patterns and practices • Project Plans • Project Status Reports • All identified project documents • Other deliverables as identified and assigned
Information Architect Minimum Requirements:	The **Information Architect** provided shall, at a minimum, meet the following requirements <u>or</u> possess an equivalent combination of education and experience: <u>Experience:</u> • 7+ years of experience with systems design and development as an IT Applications/Web Applications Developer; specific experience and knowledge of the following: • Experience with Alabama Medicaid Beneficiary Services Eligibility Determination Operations • Experience with Alabama Department of Human Resources Food Assistance, TANF and Subsidized Child Care Enrollment and Eligibility Systems • Extensive knowledge of IT Project Management • Ability to cross-walk existing legacy systems (business process, code, technology, programming and architecture) from Mainframe to Web and Web to Mainframe environments <u>Skill/Technology:</u> • • Excellent Written and Verbal Communication Skills • Expert level knowledge of database design and information modeling • Advanced uses of database design toolsets, especially with Microsoft SQL Server solutions <u>Education/Certification:</u> • Bachelor's Degree from an accredited four year college or University in an appropriate technical degree program or equivalent experience
Information Architect Assignment:	The Agency Project Sponsor and/or CARES Program Director reserve the right to approve or disapprove all **Information Architect** resources assigned to this SOW in advance.

Information Architect Termination:	Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW. CARES Program Director and/or the Agency Project Sponsor reserves the right to terminate an individual assigned as the **Information Architect** under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the **Information Architect** is terminated. The resignation of the **Information Architect** from this SOW or the Contractor's staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays). Replacement of a terminated or resigned **Information Architect** is at the discretion of the Agency Project Sponsor. If a replacement for the **Information Architect** is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed **Information Architect** replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the **Information Architect**. The Agency Project Sponsor shall have up to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of résumés if an **Information Architect** replacement is not selected from the submitted résumés. *Mutual consent of both parties is required to extend any of the time-frames as specified above*. If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW. The Agency Project Sponsor shall notify the Contractor in writing when a replacement **Information Architect** is selected from the submitted résumés. The replacement/new **Information Architect** shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection. The Contractor shall be required to provide updated project information to the replacement/new **Information Architect** prior to his/her arrival for work at CARES Project.

	The **Information Architect** services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW. The Contractor shall track hours used and dollars expended for the **Information Architect** resource. When the remaining hours on the SOW fall *below an 80 hours threshold* on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year. Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.
Key Assumptions:	The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or execution. The Lead Information Architect will provide the day-to-day oversight, direction, and management to the **Information Architect**. The **Information Architect** will provide ample knowledge transfer to CARES IT staff. The Contractor will provide adequate parking for the **Information Architect**.
Responsibilities of Both Parties:	The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement. CARES Program Director shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to

	escalate problems, issues or risks related to the engagement. In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.
Work Environment:	The **Information Architect** allocated under this SOW will work on site at the CARES Project Office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or CARES Program Director.
Agency Provided Resources:	Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security soft-ware as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equip-ment or software may be provided if required and approved by the Agency Project Sponsor.
Regular Working Hours:	The **Information Architect** will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks. Unless otherwise directed or approved in advance, the **Information Architect** will not work on weekends or State holidays. The Agency Project Sponsor may provide additional working hour's guidance and/or policy to be followed.
Overtime Hours:	Any work in excess of 40 hours a week for **Information Architect** assigned to this SOW must be approved by the CARES Program Director and/or Agency Project Sponsor <u>in advance</u>. Excess hours will be billed at the normal hourly rate as defined under this SOW.